

TRANSIT SERVICES ADVISORY COMMITTEE
Meeting Summary
Thursday March 9, 2017

PRESENT: Mike Warner, Charlotte
Louis Cosentine, Huntersville
Walter Horstman, Matthews
Terry Lansdell, Charlotte
Sherri Thompson, Charlotte
Kalan Pegg, Van Pool
Daniel MacRae, Charlotte
Scott Jernigan, Mecklenburg County
Chris Maloy, Charlotte
Lou Raymond, Cornelius
Joshua Niday, Charlotte

STAFF: Pamela White, Duretta Weicken, Brian Horton, Larry Kopf, Wanda Braswell,
Tom Reynolds, Dee Pereira, Allen Smith, Levern McElveen, Tangee Mobley

Meeting Time 4:00-5:30 PM

I. Call to Order and Approval of the February Meeting Summary

Chairman Michael Warner called the meeting to order at 4:00 p.m.,
The February meeting summary was approved as written.

II. Public Comment on Agenda Items:

There was no one from the public at the meeting to give comment.

III. Information Items:

A. Blue Line Extension

John Muth CATS Transit Deputy Director of Development spoke to the committee about the Blue Line Extension (BLE) project explaining where the project is at this time. Mr. Muth stated CATS has been in the project for nine years and CATS set an ambitious date of

March 2017 but as utility movement was delayed the date was moved out to August 2017. Mr. Muth explained the BLE project is about 92% done but some of the remaining work is the toughest with many entities involved which makes predicting a finish date very difficult, so CATS is going with the contractual date of March 2018 for the BLE.

Mr. Maloy asked if there is a primary cause in CATS vision that is causing the delay in opening. Mr. Muth stated he could not point to one root cause.

Mr. Warner asked if the revised schedule has more cost involved. Mr. Muth stated any time there is delay, there is cost but these costs can be accommodated within the existing budget.

Mr. Maloy wondered if the UNCC funding would be impacted by the delay. Mr. Muth stated CATS is working with UNCC and they will not be charging the students the transportation fee for the first semester.

B. CATS FY-18 Budget Overview

Ms. Pereira CATS Chief Financial Officer began with an overview of the agenda saying CATS will give a summary of the actual numbers that are associated with this budget with a focus on the operations details. Ms. Pereira stated CATS will go over some of the issues in the FY2018 budget. Strategic operating plan and the five year CAP Program and today Mr. Kopf will fill in for Mr. Lewis and talk about the impact of the new fare boxes, the ridership fare revenue and the average fare per rider. Then Ms. Mobley will talk about Bus operations and Mr. Kopf will talk about Envision My Ride service. Mr. Smith will give an overview of the Blue Line Extension and Mr. McElveen will talk about the Safety & Security for the LYNX Blue Line.

Ms. Pereira then referred TSAC members to the strategic operating plan and five-year Community Investment Plan (CIP) in the packets. Saying in the highlights of the FY-18 budget CATS will implement the 2030 Plan in a limited manner. Ms. Pereira continued with the budget snap shot for Operations revenues with a recommended \$151.6 million, Operating expenditures with a recommended \$148.2 million, debt service with \$21.3 Million budget and the Capital budget with 157.9 Million recommended. Ms. Pereira continued with the Capital Program saying \$462.6 million funds the 5 year program which completes the funding for the BLE, covers the transit asset maintenance, new equipment and the portion of the 2030 plan for the West & Center City corridors and the North-Red line LPA & Mobility study.

Mr. Kopf CATS Planning & Special Operations presented the Impact of New Fareboxes saying that MTC Policies allows fare increases every two (2) years, fare increase may be up to \$0.25 on base fare. In FY2017 (a normal fare increase year),

CATS recommended no fare increase. CATS' is replacing 20-year old fare boxes as broken' fare boxes were causing free rides on a fairly regular basis. CATS' continues to measure the impact of new fareboxes and technology. The new fareboxes were installed in September 2016. After 4 months of implementation, fareboxes reflected an increase in bus cash/pass sales of 10.5%. Average fare per rider (in 4 month period) went from budgeted \$1.16 in FY2016 to \$1.36 (+ \$0.20). Cash sales are up while pass sales are down. CATS will need more in-depth study, but the impact of new fareboxes appears positive. Mr. Kopf then reviewed the Ridership and the Fare recovery with discount modifications and new fareboxes.

Mr. Horstman asked if people are boarding faster with the new fareboxes. Mr. Kopf stated CATS has not done a study on the boarding at this time.

Mr. Warner asked if there had been a net loss with people holding passes. Mr. Kopf stated CATS has not seen people using the weekly ten ride pass. Mr. Warner asked if that was consistent. Mr. Kopf stated it is fairly consistent as some people are now using cash and some are using monthly passes. Sales may be down but revenue is up.

Ms. Mobley CATS Manager of Bus Operations reported on Bus, STS and Vanpool Operations giving an overview of the Capital expenditures for bus operations saying over the next two years bus operations will have a \$4.6 million budget for capital improvements that includes engines and transmission replacements as well as replacements some of the bus fleet. Bus fleet replacement will be 29 vehicles and for Special Transportation 37 vehicles. Ms. Mobley showed pictures of the current vehicles in comparison to the soon new vehicles which also included new flooring and new vinyl seating that will be installed in all buses. Ms. Mobley continued saying the new STS vehicles will also be upgraded with smaller and lower-profile vehicles for greater maneuverability. The new low-floor ARBOC vehicle will have ramp access that taking two-thirds less time for passengers to board than the current lift system. Other investments in the bus capital program are an automated payroll system and a new STS scheduling system, using Automatic Vehicle Location (AVL) data to give better estimates on how long it will take to run a route and where an STS vehicle is on its route at any time.

Mr. Cosentine asked what MCI buses means. Ms. Mobley state MCI buses are the over the road coaches like CATS uses for Express routes.

Mr. Raymond asked what BRT plus buses are. Ms. Mobley stated BRT stands for Bus Rapid Transit. Usually when organizations buy buses they use these for tests to see if there is enough ridership for the line. Gillig calls them BRT Plus buses.

Mr. Lansdell asked when pulling old buses will CATS be replacing the old Nova buses from the fleet. Ms. Mobley stated yes and CATS will replace Gillig buses for Gillig buses as well.

Mr. Maloy asked if the new low floor Gillig buses will be replacing other low floor Gillig buses. Ms. Mobley stated that is correct.

Mr. Niday asked if the newer buses will have the same capacity. Ms. Mobley stated the bus holds twelve passengers with three places for wheelchair passengers.

Mr. Lansdell asked if the cameras will be installed on the vehicles as well. Ms. Mobley stated yes.

Mr. MacRae asked if the interior will be different than the Light Rail. Ms. Mobley stated yes more improved.

Mr. Raymond asked if there will be a link within the CATS app for the STS scheduling system. Ms. Mobley stated CATS is just in the RFP and haven't gotten that far. So I am not sure if there will be an app at this time.

Mr. Kopf CATS Planning & Special Operations Manager presented the New Bus Services saying the FY-18 service enhancements are to keep the buses moving and provide access to opportunities with crosstown connections for customers. A new Park and Ride lot will open in Cornelius and CATS will extend service to the Amazon Fulfillment Center when it opens later this year. And that UNC Charlotte reimburses CATS for the cost of the campus Shuttles service. Mr. Kopf continued saying the Bus Rail Integration plan that CATS has presented to TSAC earlier this year will be implemented when light rail starts. Mr. Kopf also explained the new software system called Remix that helps CATS develop the Bus-Rail Plan.

Mr. Cosentine asked if the some of the timing was because the train can get a rider uptown faster. Mr. Kopf stated yes and customers can take advantage of the crosstown alignments as well.

Mr. Smith CATS Transit Rail Operations Manager showed the committee a video of the Blue Line Extension and how it looks today.

https://www.youtube.com/watch?time_continue=1&v=cuEfhb6M

Mr. Smith stated the Blue line extension project is adding 9.3 miles to the existing alignment with nine overpasses, 22 new light rail vehicles, 11 stations, a service inspection facility, and 128 new employees for the various jobs on the Blue Line Extension.

Mr. Lansdell asked if there would be any art associated with the covering of the sub-stations. Mr. Allen stated there is always art associated with the projects.

Mr. Jernigan asked when the Sugar Creek Bridge would be open. Mr. Allen stated the bridge would be open in Late 2018.

Mr. Maloy asked if the entire catenary along the BLE was done. Mr. Smith stated not all of it was done.

Mr. McElveen CATS Transit Safety & Security Manager presented Safety & Security LYNX Blue Line Extension saying Safety and Security is in the forefront of all services and currently there are fourteen safety personnel along with four CMPD staff members. For the BLE there will be 48 new sworn officers, six dispatcher, and seventeen security personnel. The G4S are contracted to maintain our system. The CMPD help CATS with law enforcement and reporting to get things done. Mr. McElveen stated staff is currently working on a Memorandum of Understanding (MOU) with UNC Charlotte to delineate clearly the areas of responsibility for CATS and for UNC Charlotte Campus Police.

Mr. Horstman asked what G4S stands for. Mr. McElveen stated that is just the company name. Mr. Horstman asked if they are armed. Mr. McElveen stated some are armed.

Mr. Lansdell wondered when the G4S contract is up and how that would affect the BLE. Mr. McElveen stated G4S was a three year contract with two option years and CATS is in the first option year now. CATS will probably elect to do the second option year as we don't want to be in negotiations during all the transit work.

Ms. Thompson asked if officers on the platforms will be trained to assist visitors coming to the Charlotte and residents that are new to transit by giving directions to other stations and City landmarks. Mr. McElveen stated yes, these are things we require officers to do. All officers will be trained about the whole system

C. June Service Change

Ms. White and Mr. Horton of CATS Service Planning explained that the proposed June service change will be presented as an information item today and as an action item next month for approval to recommend or not to recommend to MTC. The following are the proposed service changes;

- New Park & Rides
 - New Park & Ride Cornelius at Exit 28 for routes 48X & 77X
 - New Park & Ride Waverly in South Charlotte for route 61X
 - Monroe Crossing Mall for route 74X

- Construction
 - Independence Busway for routes 40X, 46X, 52X, 64X, 65X, 74X
 - Options while Barringer Bridge construction for routes 25 & 30
- Route Directness & Reliability
 - Airport Sprinter
 - Central Avenue for route 9
- Route Services
 - Airport Connectors for routes 60, 590, 591
 - Amazon Fulfillment Center for limited trips
 - Regional Expresses for routes 74X, 80X, 82X, 85X

Mr. Cosentine asked is there a late 77X in the evening that goes to Davidson. Mr. Horton stated yes, the new 78X with only two stops for faster commute.

Mr. Raymond asked if there will be more service during the construction with the new routes. Mr. Horton stated yes.

IV. Service Issues

There was no service issues discussed.

V. Chairman's Report

Mr. Warner reported he was not at the MTC meeting so Mr. Lansdell reported saying the last MTC meeting was about the same as this month's TSAC meeting with the exception action item to confirm the changes of the All-access Pass Discount Program for UNCC

VI. Manager of Operation Report

Larry Kopf reported that he had given each member suggested talking points for their districts in the packets and stated staff could help with talking points if members decide to go to other areas. Mr. Kopf stated CATS staff is merely making suggests for topics with officials.

Meeting Adjourned

Next TSAC MEETING: THURSDAY APRIL 13, 2017